



C/O ID Experts  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

To Enroll, Please Call:

(833) 579-1094

Or Visit:

<https://app.myidcare.com/account-creation/protect>

Enrollment Code: <>XXXXXXX<>

<>First Name><>Last Name>>  
<>Address1><>Address2>>  
<>City>>, <>State>> <>Zip>>

May 8, 2020

## Re: Notice of Data Breach

Dear <>First Name><>Last Name>>:

Santa Rosa & Rohnert Park Oral Surgery (“SROS/RPOS”) is writing to notify you of an incident that may affect the privacy of some of your personal health information. You are receiving this letter because you are a current or former patient of, or were previously referred to, SROS/RPOS. While we are unaware of any actual or attempted misuse of your information, this letter provides details of the incident, our response, and resources available to help protect your information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** On March 11, 2020, SROS/RPOS learned of unusual activity in one of its email accounts. We immediately commenced an investigation, working with third-party forensic investigators, to assess the nature and scope of the activity. The investigation determined that the email account was subject to unauthorized access between December 20, 2019 and March 11, 2020. Although we have no evidence to suggest that specific information in the email account was accessed, in an abundance of caution, we undertook a comprehensive review of the entire contents of the email account to confirm the type of information contained in the account and to whom it related.

**What Information Was Involved?** Our investigation determined the information present in the email account included your name and the following data element(s): <>Variable Data 1<>.

**What Are We Doing?** We take the security of personal information in our care seriously. Upon learning of this incident, we moved quickly to assess the security of our systems, reset passwords, and to notify potentially impacted individuals. As part of our ongoing commitment to information security, we are also reviewing and enhancing existing policies and procedures. We also reported this incident to law enforcement and notified necessary state and federal regulators. In an abundance of caution, we are also notifying potentially impacted individuals, including you, so that you may take further steps to best protect your information, should you feel it is appropriate to do so.

As an added precaution, we are also offering MyIDCare™ identity theft protection services through ID Experts®. MyIDCare services include: 1 year of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. If you wish to activate MyIDCare services, you may follow the instructions included in the “Steps You Can Take to Protect Your Information.”

**What Can You Do.** Please review the enclosed “Steps You Can Take to Protect Your Information.” You may also enroll to receive the credit monitoring and identity theft protection services we are making available to you. SROS/RPOS is making these services available at no cost to you; however, you will need to enroll yourself in these services.

**For More Information.** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (833) 579-1094 (toll free), Monday – Friday, 6:00 a.m. to 6:00 p.m., Pacific Time (excluding U.S. national holidays).

We sincerely regret any inconvenience this incident may cause you. Protecting your information is important to us, and SROS/RPOS remains committed to safeguarding information in our care.

Sincerely,

A handwritten signature in black ink, appearing to read "Toni Bonelli".

Toni Bonelli  
Office Manager  
Santa Rosa & Rohnert Park Oral Surgery

## Steps You Can Take to Protect Your Information

### **Enroll in MyIDCare**

**1. Website and Enrollment.** Go to <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is August 8, 2020.

**2. Activate the credit monitoring** provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

**3. Telephone.** Contact MyIDCare at (833) 579-1094 if you have questions about this event to speak with representatives about the appropriate steps to take to protect your credit identity.

### **Monitor Your Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud, promptly change any involved account passwords, and to review account statements, credit reports, and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**  
P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five years, provide the addresses where you lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud:center.html](http://www.experian.com/fraud:center.html)

**TransUnion**  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/  
fraud-alerts](http://www.transunion.com/fraud-alerts)

**Equifax**  
P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-  
report-services](http://www.equifax.com/personal/credit-report-services)

### **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.